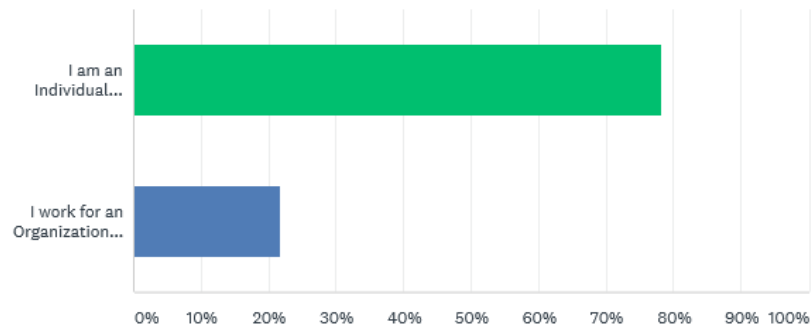


Provider Satisfaction Survey – September 2019  
Network and Individual Providers (23 Responses)

## What type of provider are you?

Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am an Individual Network Provider.	78.26%	18
I work for an Organizational Provider.	21.74%	5
<b>TOTAL</b>		<b>23</b>

## How would you rate your partnership with Placer County?

Answered: 23 Skipped: 0

4.0★  
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	0.00% 0	34.78% 8	30.43% 7	34.78% 8	23	4.00

Provider Satisfaction Survey – September 2019  
Network and Individual Providers (23 Responses)

How would you rate Placer County's timely feedback to your questions or concerns?

Answered: 23 Skipped: 0

4.0★  
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	4.35% 1	30.43% 7	21.74% 5	43.48% 10	23	4.04

Would you recommend working with Placer County to another peer or colleague?

Answered: 23 Skipped: 0

3.9★  
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	4.35% 1	34.78% 8	26.09% 6	34.78% 8	23	3.91

Provider Satisfaction Survey – September 2019  
Network and Individual Providers (23 Responses)

How would you rate the information provided by Placer County (including newsletters, upcoming trainings, and requirement changes)?

Answered: 23 Skipped: 0

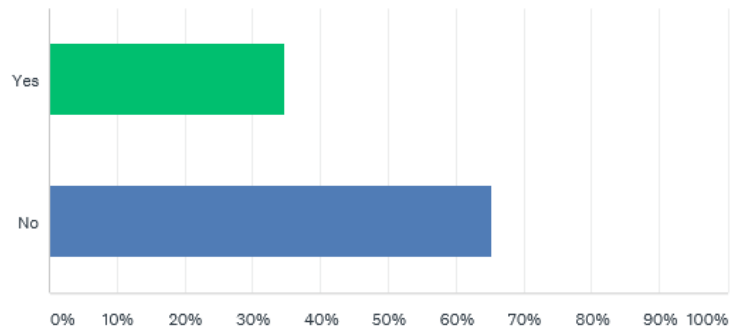
4.2★  
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	0.00% 0	4.35% 1	21.74% 5	26.09% 6	47.83% 11	23	4.17

Do you attend the quarterly provider meetings?

Answered: 23 Skipped: 0

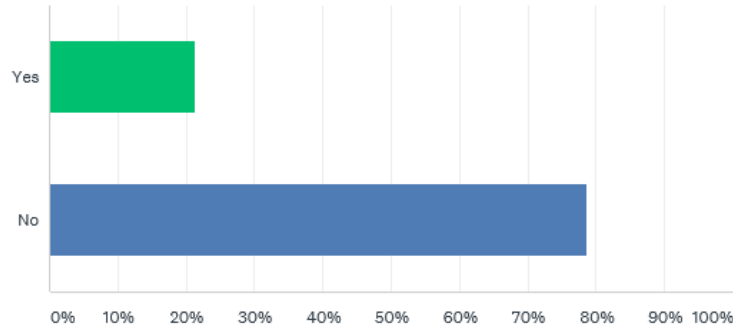


ANSWER CHOICES	RESPONSES
Yes	34.78% 8
No	65.22% 15
<b>TOTAL</b>	<b>23</b>

Provider Satisfaction Survey – September 2019  
Network and Individual Providers (23 Responses)

If you DO NOT attend the quarterly provider meeting, is there anything we can do that would encourage you to attend?

Answered: 14 Skipped: 9



ANSWER CHOICES	RESPONSES
Yes	21.43% 3
No	78.57% 11
TOTAL	14

Comments:



I used to attend regularly but not recently. I noticed a lack of attendance then, as well as, essentially the same people attending. I'm sure the County staff are doing the best they can to fulfill all of the requirements and burdens placed upon them. Realistically the meetings yielded little benefit vs. the time and cost of being away from running a business. Many providers do not have layers of executive and middle management that allow for 'meeting goers' to be deployed. The report-out format and inability to make timely decisions without multiple delays, committees, permissions and so on did not equate to a good productive use of time. This is not only on the County's end. Many representatives from the Provider side were well intended people who were not in a decision making role which lead to the same "I'll have to check on that" trap. Keep in mind also County staff are paid to attend meetings, providers are not. Providers at meetings are, in some cases, a bit closer to service provision and perhaps have a keen realization of impact to the clients when they are away from their work sites. In terms of what would make it better... or what would make the difference... I'm honestly not sure. Without being facetious, take a moment and read the boiler plate content of a provider contract. If done with an open mind, it might provide some insight as to a unilateral mindset as opposed to a collaborative relationship that is touted.

10/18/2019 2:48 PM

[View respondent's answers](#) [Add tags](#)



change the day and time when I'm available

10/16/2019 8:08 AM

[View respondent's answers](#) [Add tags](#)

## Provider Satisfaction Survey – September 2019

### Network and Individual Providers (23 Responses)

☐ I have to take time off from my private practice to attend. I do read all the minutes and emails sent however.

10/15/2019 3:13 PM [View respondent's answers](#) [Add tags](#) ▼

☐ I loose time that could be used to see clients when I attend meetings and I also do not work on Fridays.

10/15/2019 1:03 PM [View respondent's answers](#) [Add tags](#) ▼

☐ Survey the best time for some properties to meet. Maybe early morning.

10/15/2019 9:40 AM [View respondent's answers](#) [Add tags](#) ▼

☐ My schedule can be unpredictable and I loose money by attending meetings, money needed to meet my overhead.

10/7/2019 9:03 PM [View respondent's answers](#) [Add tags](#) ▼

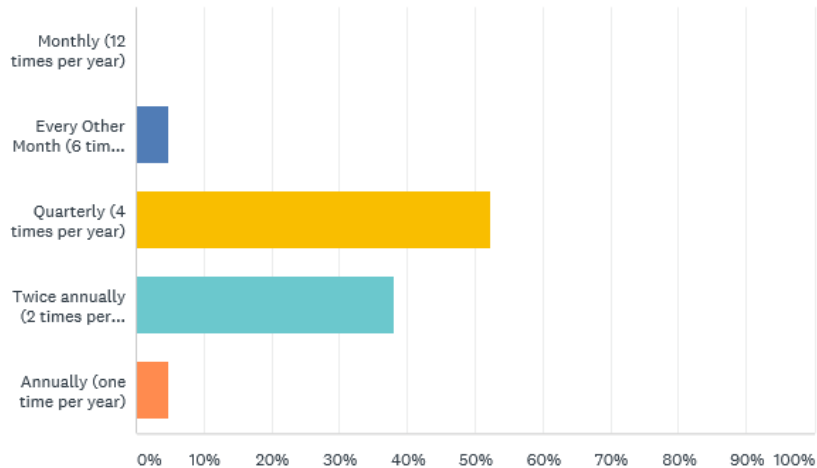
~v

☐ When meetings and trainings are during the work week it is prohibitive.

10/7/2019 5:02 PM [View respondent's answers](#) [Add tags](#) ▼

### My preferred meeting format is:

Answered: 21 Skipped: 2

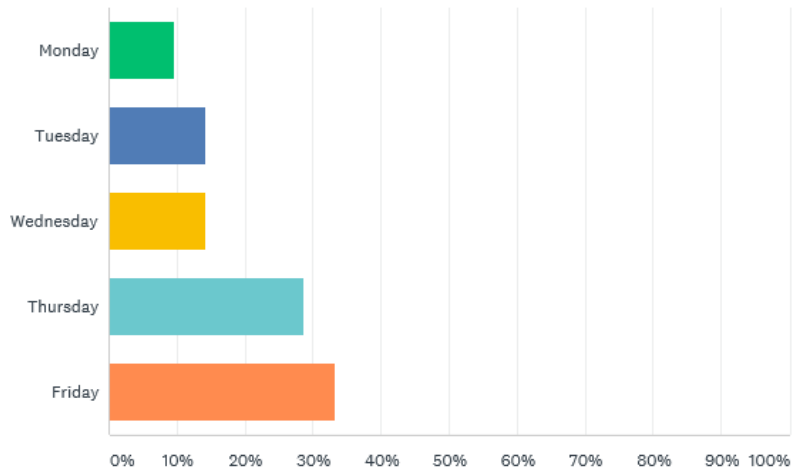


ANSWER CHOICES ▼	RESPONSES ▼	
▼ Monthly (12 times per year)	0.00%	0
▼ Every Other Month (6 times per year)	4.76%	1
▼ Quarterly (4 times per year)	52.38%	11
▼ Twice annually (2 times per year)	38.10%	8
▼ Annually (one time per year)	4.76%	1
<b>TOTAL</b>		<b>21</b>

Provider Satisfaction Survey – September 2019  
Network and Individual Providers (23 Responses)

My preferred day of the week for meetings is:

Answered: 21 Skipped: 2

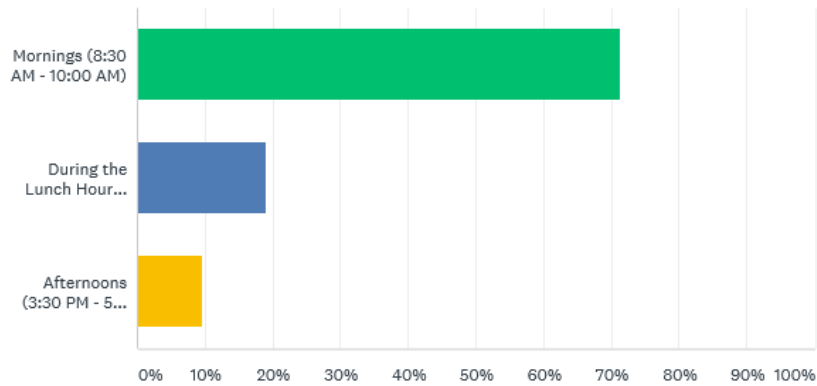


ANSWER CHOICES	RESPONSES
▼ Monday	9.52% 2
▼ Tuesday	14.29% 3
▼ Wednesday	14.29% 3
▼ Thursday	28.57% 6
▼ Friday	33.33% 7
TOTAL	21

Provider Satisfaction Survey – September 2019  
Network and Individual Providers (23 Responses)

## My preferred time to meet is:

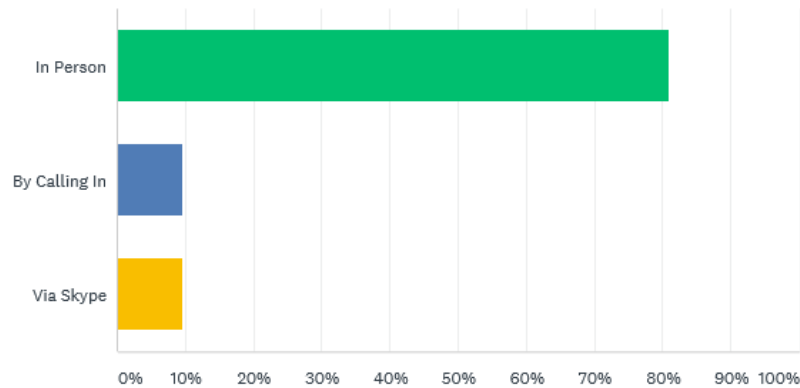
Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ Mornings (8:30 AM - 10:00 AM)	71.43% 15
▼ During the Lunch Hour (12:00 PM - 1:00 PM)	19.05% 4
▼ Afternoons (3:30 PM - 5:00 PM)	9.52% 2
TOTAL	21

## I prefer to meet:

Answered: 21 Skipped: 2



ANSWER CHOICES	RESPONSES
▼ In Person	80.95% 17
▼ By Calling In	9.52% 2
▼ Via Skype	9.52% 2
TOTAL	21